

**Amendments to the Specification:**

*On page 4 of the Application, lines 3-9, make the following changes:*

The training received by the user will be voice, video, interactive screens, and/or presentation software (e.g. ~~powerpoint~~ POWERPOINT presentation software available from Microsoft Corporation). Further live assistance from a customer service representative is also possible, in order to respond or answer questions beyond the automated training. Instead of a direct internet connection between the user and the manufacturer, the customer can also set up his own server to provide the manufacturer's training materials, and this solution may be preferred if, for example, access to the internet or to the manufacturer's web site is restricted.